

SUCCESS STORY

INTERNATIONAL DESSERTS & DELICACIES INC

California Manufacturing Technology Consulting

"As a food manufacturer, developing a HACCP plan with CMTC's assistance was critical to our growth. With a HACCP plan in place, we were able to improve quality, retain vital clients and appeal to new customers." Jeff Jacobs, President

HACCP APPROACH LEADS TO NEW SALES & MORE JOBS

ABOUT. International Desserts & Delicacies employs 19 people and is located in Glendale, CA. The organization creates desserts, particularly cookies. The business has transitioned from baking "traditional cookies" to specializing in vegan cookies using organic ingredients and environmentally friendly packaging, enabling them to provide its products to major retailers nationwide.

THE CHALLENGE. International Desserts & Delicacies decided they needed to develop a Hazard Analysis and Critical Control Points (HACCP) plan to meet the demands of their current customer base. A HACCP plan is internationally respected and signifies that an organization has taken steps to systematically produce safe and quality food products. The plan is designed to address food safety through the analysis and control of biological, chemical and physical hazards from procurement to finished goods. When competing for new business, International Desserts & Delicacies was also discovering that potential clients were making this a requirement for conducting business. Recognized industry certifications such as Safe Quality Food (SQF) Certification also rely on the HACCP methodology. Developing a HACCP plan would help the company strengthen its quality system, retain important clients and expand their market share.

MEP'S ROLE. International Desserts & Delicacies connected with CMTC (NIST MEP affiliate). With CMTC's guidance, the organization was able to train employees on the HACCP approach, which is based on seven key principles. CMTC first helped them conduct a hazard analysis and identified "critical control points," on the vegan cookies production line. This included identifying specific potential safety hazards during their production processes. Experts then assisted staff members with establishing "critical limits" and monitoring requirements so that employees would understand the specific activities that are vulnerable to health and safety risks. Critical issues in the food industry such as allergen control, equipment inspections, pest control and sanitation were all addressed. CMTC then worked with International Desserts & Delicacies to create "corrective actions," which outlined the necessary steps required, addressing any deviations from their processes. Finally, experts helped the organization to set verification and record keeping procedures in place to ensure that the established plan would be successfully implemented and actively monitored on an ongoing basis.



RESULTS



\$1,200,000 retained sales,
\$500,000 new sales



12 jobs retained, 2 jobs created



\$15,000 in workforce
investments

NEXT STEPS



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